# SHAWN HALLADAY
# EMPLOYEE OF THE MONTH

## MAY 2009

I want to express how much I appreciate our MIS department.  Tonight, I received a call from a graveyard Lieutenant who couldn't log on to his computer.  I did some troubleshooting and told him I would call him back.  I called Shawn Halladay and he was more than helpful.  Shawn gave me the solution and the Lieutenant was able to log on.

Not only did Shawn answer the phone after hours, but as always he was more than happy to help me, offering to come in and resolve the issue right then if needed.  Of course, his expertise allowed him to give us another option and we were able to fix the problem without him having to leave his home.

Shawn is the type of individual who needs no motivation and works well under any circumstance.  He has an answer for most problems and if he doesn't, he never drops the ball and will find the answer.  Once Shawn's been given a task, there's no need to follow up on whether he remembers your problem/issue.  No babysitting needed!

I truly appreciate Shawn as well as the entire MIS department.  I'm sure they give the same service to the entire City.  However, they have a way to make me feel as though I am always their number one priority.  I'd like to nominate all of IT.  They do a heck of a job!
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Submitted by:        Michelle Tapia
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